



A message from the
Commissioner of Insurance
Jim Donelon

Anyone eligible for Medicare (65+ or disabled) should know about the **Senior Health Insurance Information Program (SHIIP)**. SHIIP offers free and confidential help with Medicare and other health insurance. Trained counselors who work through local sponsoring organizations can help answer your questions.

SHIIP counselors have no connection with any insurance company or product.



Our SHIIP volunteer counselors can help sort through the confusion and find answers to your questions. The service is completely free and confidential, and no one involved will ever try to sell you anything. Please call us for assistance or to volunteer to help.

800-259-5300
www.lidi.la.gov



LOCAL HELP FOR PEOPLE WITH MEDICARE



ANSWERING. AIDING. GUIDING.



Louisiana Department of Insurance
Office of the Commissioner
PO Box 94214
Baton Rouge, LA 70804-9214

*A program of the Louisiana Department of Insurance
James J. Donelon, Commissioner*

How can SHIIP counselors help you?

If you are new to Medicare, counselors can explain how it works, what is covered and what costs you are responsible for paying.



SHIIP counselors will help you understand the paperwork and statements that you receive after a doctor visit, hospital stay or other medical experience.

SHIIP counselors help you figure out what has been paid and what you need to pay for Medicare, hospital or clinic bills.

SHIIP counselors can help with claims filing or appeals if payment for a service has been denied.

SHIIP counselors can explain your options for private insurance should Medicare not covers all your costs.

SHIIP counselors can help you review long-term care insurance and offer tools to help decide if it is the right choice for you.

SHIIP counselors have information on other resources, agencies and organizations if you have questions about other issues.

What if the counselor doesn't know the answer to my question?

SHIIP counselors have extensive training and the resources of the Louisiana Department of Insurance to call on if a question or problem is beyond their knowledge or experience.

SHIIP DOES NOT

- Provide legal assistance
- Make decisions for you
- Promote specific products or offer policies for sale

We want you to be informed!

Public presentations to groups and organizations on Medicare and related topics can be scheduled by calling the Louisiana Department of Insurance toll-free at 800-259-5300

Learn more at www.lda.la.gov



Louisiana Department of Insurance
Poydras Building
1702 N. 3rd Street
Baton Rouge, LA

We are located north of the state capitol and next to the 1st Circuit Court of Appeal building on Capitol Lake.



The following contacts are available in your area:

Northwest SenioRx/ADRC

1-800-256-3003; 318-676-7900

Orleans/St. Bernard/Plaquemines SenioRx/ADRC

1-888-922-8522; 504-827-7843

Jefferson/River Parish SenioRx/ADRC

1-800-635-1437; 504-207-4699

Northeast SenioRx/ADRC

1-800-707-2572; 318-387-2572

Acadiana SenioRx/ADRC

1-800-738-2256; 337-572-8940

Southwest SenioRx/ADRC

1-800-223-5872; 337-474-2583

Terrebonne/Lafourche SenioRx/ADRC

1-800-353-3265; 985-858-5135

Baton Rouge/Florida Parishes/Northshore Area

1-800-280-0908; 225-287-7414

CENLA SenioRx/ADRC

1-800-454-9573; 318-484-2260